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LEONARD C. SUCHYTA  
C/O CHRILSTEN R. ANDERSON  
VERIZON SERVICES GROUP  
600 HIDDEN RIDGE DRIVE MAIL CODE HQE03H01  
IRVING, TX 75038

EXAMINER

HAYES, JOHN W

ART UNIT PAPER NUMBER

3621

DATE MAILED: 01/07/2003

Please find below and/or attached an Office communication concerning this application or proceeding.

# Office Action Summary

Application No.

09/487,049

Applicant(s)

SHAFIEE ET AL.

Examiner

John W Hayes

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

## Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

## Status

- 1) ☒ Responsive to communication(s) filed on 04 December 2002.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

## Disposition of Claims

- 4) ☒ Claim(s) 1-14, 20-30 and 33-39 is/are pending in the application.
- 4a) Of the above claim(s) 15-19, 31 and 32 is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-14, 20-30 and 33-39 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

## Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 19 January 2000 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- 11) ☐ The proposed drawing correction filed on \_\_\_\_\_ is: a) ☐ approved b) ☐ disapproved by the Examiner.
- If approved, corrected drawings are required in reply to this Office action.
- 12) ☐ The oath or declaration is objected to by the Examiner.

## Priority under 35 U.S.C. §§ 119 and 120

- 13) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
  - ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- \* See the attached detailed Office action for a list of the certified copies not received.
- 14) ☒ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).
- a) ☐ The translation of the foreign language provisional application has been received.
- 15) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

## Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☒ Information Disclosure Statement(s) (PTO-1449) Paper No(s) 2.
- 4) ☐ Interview Summary (PTO-413) Paper No(s). \_\_\_\_\_.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: \_\_\_\_\_.

## DETAILED ACTION

### *Election/Restrictions*

1. Claims 15-19, 31 and 32 are withdrawn from further consideration pursuant to 37 CFR 1.142(b) as being drawn to a nonelected invention, there being no allowable generic or linking claim. Election was made **without** traverse in Paper No. 7.
2. Applicant is reminded that upon the cancellation of claims to a non-elected invention, the inventorship must be amended in compliance with 37 CFR 1.48(b) if one or more of the currently named inventors is no longer an inventor of at least one claim remaining in the application. Any amendment of inventorship must be accompanied by a request under 37 CFR 1.48(b) and by the fee required under 37 CFR 1.17(i).

### *Claim Rejections - 35 USC § 112*

3. The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

4. Claims 28 and 33 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

As per **Claim 28**, the claim recites that a synchronized browsing command is accepted from an input device of the guide terminal, then the browsing command is encrypted based on follower terminal information and sent to the guide terminal. Examiner is not clear with regard to the sending of the browsing command to the guide terminal – should this be the follower terminal since the preamble of the claims indicates a method for effecting a browsing session with a follower terminal.

As per **Claim 33**, the claim recites the limitation "the second terminal" in line 5. There is insufficient antecedent basis for this limitation in the claim.

### *Claim Rejections - 35 USC § 102*

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5. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

6. Claims 11-13, 20, 33-34 and 36-37 are rejected under 35 U.S.C. 102(e) as being anticipated by Goss et al, U.S. Patent No. 6,493,447 B1.

As per Claims 11, 20, 33-34 and 36-37, Goss et al disclose a method for effecting a synchronized browsing session between a guide terminal and a follower terminal (Abstract), the method comprising the steps of:

- providing address information corresponding to the follower terminal to the guide terminal, and from the follower terminal to the guide terminal as part of TCP/IP communications (Col. 2, lines 5-15; Col. 6, lines 50-55; Col. 7, lines 30-50);
- generating a browsing command at the guide terminal and sending the browsing command to the follower terminal for acceptance and in response to a request from the guide terminal (Col. 8, lines 50-63);
- receiving, with the follower terminal, the browsing command and effecting the browsing command, wherein the browser at the follower terminal is resident on the follower terminal before any connection between the follower terminal and the guide terminal (Col. 8, lines 50-63);
- establishing, in response to an input at the second terminal, a call between the customer at the follower terminal and the live agent at the guide terminal and wherein the call includes audio (telephone) and video (Web browser) communications (Abstract; Col. 1 line 65-Col. 2 line 14).

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As per **Claim 12**, Goss et al further disclose wherein the follower browser is maintained by a session manager (Figure 8, Figure 8, Col. 21, lines 8-28).

As per **Claim 13**, Goss et al disclose a system for establishing and effecting a synchronized browsing session comprising:

- a guide terminal including a connection process for invoking the establishment of the synchronized browsing session and a process for generating synchronized browsing commands (Figure 1 and 7A; Col. 6, lines 15-32; Col. 8, lines 50-64);
- a follower terminal including a connection process for facilitating the establishment of the synchronized browsing session and a process for receiving and effecting synchronized browsing commands (Figure 1 and 7A; Col. 6, lines 15-32; Col. 8, lines 50-64);
- a session manager working with the connection process of the follower terminal to establish and maintain the synchronized browsing session (Figure 8, Col. 21 line 8-Col. 22 line 35); and
- at least one network for communicating data between the guide terminal, the follower terminal and the session manager (Figures 1 and 8).

***Claim Rejections - 35 USC § 103***

7. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

8. Claims 1-2, 5-6, 8-10, 14, 21-22, 28 and 35 are rejected under 35 U.S.C. 103(a) as being unpatentable over Goss et al, U.S. Patent No. 6,493,447 B1 in view of Kannan, U.S. Patent Application Publication No. US 2002/0054064 A1.

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As per Claims 1, 5-6, 9-10, 28 and 35, Goss et al disclose a method for effecting a synchronized browsing session between a guide terminal and a follower terminal (Abstract), the method comprising the steps of:

- providing address information corresponding to the follower terminal to the guide terminal, and from the follower terminal to the guide terminal as part of TCP/IP communications (Col. 2, lines 5-15; Col. 6, lines 50-55; Col. 7, lines 30-50);
- generating a browsing command at the guide terminal and sending the browsing command to the follower terminal (Col. 8, lines 50-63);
- receiving, with the follower terminal, the browsing command and effecting the browsing command (Col. 8, lines 50-63).

Goss et al further discloses the use of a secure web site (Col. 6, lines 30-33; Col. 12, lines 27-46), however, fails to explicitly disclose encrypting the browsing command by the guide terminal and decrypting the browsing command by the follower terminal prior to effecting the browsing command. Kannan discloses a method for providing customer service over the World Wide Web (WWW) and teaches that the customer service is provided by a secure, private, human-to-human communication between a browsing customer and a customer service representative in real-time over the web (Page 2, paragraph 0018). Kannan further teaches that secure communication can be attained because the invention incorporates a Secure Socket Layer for other Web security technique (Page 3, 0032; Page 5, 0063; Page 11, 0129) such as a Secure Hypertext Transport Protocol (Page 4, 0061), which were well known security protocols at the time of applicant's invention, designed to support various encryption and authentication measures such as public key encryption to keep all transactions secure from end to end. Thus, it would have been obvious to one of ordinary skill in the art at the time of applicant's invention to modify the method of Goss et al and include the encrypting the browsing commands to provide a layer of security to the communications between the customer and the customer service representative as taught by Kannan. Kannan provides motivation by indicating that communication between a customer and a seller must also be secure and private so that the parties can ask questions and exchange personal data such as credit card information to complete the transaction (Page 1, 0010).

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As per **Claim 2**, Goss et al further disclose that the browsing command is a request for content associated with a URL (Col. 6, lines 2-9 and 55-65 )

As per **Claim 8**, Goss et al further disclose wherein the address information corresponding to the follower terminal are provided to the guide terminal via a session manager (Figure 8, Figure 8, Col. 21, lines 8-28).

As per **Claims 14 and 21-22**, Goss et al further discloses the use of a secure web site (Col. 6, lines 30-33; Col. 12, lines 27-46), however, fails to explicitly disclose encrypting the browsing command by the guide terminal and decrypting the browsing command by the follower terminal prior to effecting the browsing command. Kannan discloses a method for providing customer service over the World Wide Web (WWW) and teaches that the customer service is provided by a secure, private, human-to-human communication between a browsing customer and a customer service representative in real-time over the web (Page 2, paragraph 0018). Kannan further teaches that secure communication can be attained because the invention incorporates a Secure Socket Layer for other Web security technique (Page 3, 0032; Page 5, 0063; Page 11, 0129) such as a Secure Hypertext Transport Protocol (Page 4, 0061), which were well known security protocols at the time of applicant's invention, designed to support various encryption and authentication measures such as public key encryption to keep all transactions secure from end to end. Thus, it would have been obvious to one of ordinary skill in the art at the time of applicant's invention to modify the method of Goss et al and include the encrypting the browsing commands to provide a layer of security to the communications between the customer and the customer service representative as taught by Kannan. Kannan provides motivation by indicating that communication between a customer and a seller must also be secure and private so that the parties can ask questions and exchange personal data such as credit card information to complete the transaction (Page 1, 0010).

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9. Claims 3-4, 29-30 and 39 are rejected under 35 U.S.C. 103(a) as being unpatentable over Goss et al, U.S. Patent No. 6,493,447 B1 and Kannan, U.S. Patent Application Publication No. US 2002/0054064 A1 as applied to claims 2 and 28 above, and further in view of Camaisa et al, U.S. Patent No. 5,784,564.

As per Claims 3-4, 29-30 and 39, the combination of Goss et al and Kannan fail to specifically disclose determining, at the follower terminal, whether or not access is permitted to the content, and if it is, then requesting the content and if it is not permitted, then not requesting the content. Camaisa et al disclose a user terminal with a closed browser to limit or restrict access to certain content or web sites on a list and teach that if access is allowed, then requesting the content and not requesting the content when access is not permitted (Col. 2, lines 26-32 and 41-48; Col. 3, lines 19-30; Col. 4, lines 31-39; Col. 5 line 59-Col. 6 line 18). Camaisa et al teach that if access is determined to be allowed based upon a first set of rules which specify whether the content or web site is on a GO list, then the content is requested (Col. 2, lines 42-48; Col. 4, lines 15-18; Col. 5 line 59-Col. 6 line 18). Camaisa et al further disclose that if access is determined to be not allowed based upon a second set of rules which specify whether the content or web site is on a NO GO list, then the content is not requested (Col. 2, lines 26-32 and 41-48; Col. 3, lines 19-30; Col. 4, lines 31-39; Col. 5 line 59-Col. 6 line 18). It would have been obvious to one of ordinary skill in the art at the time of applicant's invention to modify the method of Goss et al and Kannan and include the ability to restrict access to certain content or web sites as taught by Camaisa et al. Camaisa et al provides motivation by indicating that service providers would sometimes prefer that users be able to access the Web pages of the service providers, without affording access to other sites at their expense (Col. 1, lines 55-65), or limit access for security reasons (Col. 2, lines 1-8).

10. Claims 23, 26-27 and 38 are rejected under 35 U.S.C. 103(a) as being unpatentable over Goss et al, U.S. Patent No. 6,493,447 B1 in view of Camaisa et al, U.S. Patent No. 5,784,564

As per Claims 23, 26-27 and 38, Goss et al disclose, in a follower terminal, a method for effecting a synchronized browsing session with a guide terminal comprising the steps of accepting and



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acknowledging a browsing command from the guide terminal (Col. 8, lines 50-63). Goss et al, however, fail to explicitly disclose whether access is permitted to the content, and if it is, then requesting the content. Camaisa et al disclose a user terminal with a closed browser to limit or restrict access to certain content or web sites on a list. Camaisa et al teach that if access is determined to be allowed based upon a first set of rules which specify whether the content or web site is on a GO list, then the content is requested (Col. 2, lines 42-48; Col. 4, lines 15-18; Col. 5 line 59-Col. 6 line 18). Camaisa et al further disclose that if access is determined to be not allowed based upon a second set of rules which specify whether the content or web site is on a NO GO list, then the content is not requested (Col. 2, lines 26-32 and 41-48; Col. 3, lines 19-30; Col. 4, lines 31-39; Col. 5 line 59-Col. 6 line 18). It would have been obvious to one of ordinary skill in the art at the time of applicant's invention to modify the method of Goss et al and Kannan and include the ability to restrict access to certain content or web sites as taught by Camaisa et al. Camaisa et al provides motivation by indicating that service providers would sometimes prefer that users be able to access the Web pages of the service providers, without affording access to other sites at their expense (Col. 1, lines 55-65), or limit access for security reasons (Col. 2, lines 1-8).

11. Claims 24-25 are rejected under 35 U.S.C. 103(a) as being unpatentable over Goss et al, U.S. Patent No. 6,493,447 B1 and Camaisa et al, U.S. Patent No. 5,784,564 as applied to claim 23 above, and further in view of Kannan, U.S. Patent Application Publication No. US 2002/0054064 A1.

As per **Claims 24-25**, Goss et al and Camaisa et al fail to explicitly disclose the encrypting the browsing command and the acknowledge reply between the guide terminal and the follower terminal. Kannan discloses a method for providing customer service over the World Wide Web (WWW) and teaches that the customer service is provided by a secure, private, human-to-human communication between a browsing customer and a customer service representative in real-time over the web (Page 2, paragraph 0018). Kannan further teaches that secure communication can be attained because the invention incorporates a Secure Socket Layer for other Web security technique (Page 3, 0032; Page 5, 0063; Page 11, 0129) such as a Secure Hypertext Transport Protocol (Page 4, 0061), which were well

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known security protocols at the time of applicant's invention, designed to support various encryption and authentication measures such as public key encryption to keep all transactions secure from end to end. Thus, it would have been obvious to one of ordinary skill in the art at the time of applicant's invention to modify the method of Goss et al and include the encrypting the browsing commands to provide a layer of security to the communications between the customer and the customer service representative as taught by Kannan. Kannan provides motivation by indicating that communication between a customer and a seller must also be secure and private so that the parties can ask questions and exchange personal data such as credit card information to complete the transaction (Page 1, 0010).

### ***Conclusion***

12. Examiner's Note: Examiner has cited particular columns and line numbers in the references as applied to the claims below for the convenience of the applicant. Although the specified citations are representative of the teachings in the art and are applied to the specific limitations within the individual claim, other passages and figures may apply as well. It is respectfully requested from the applicant, in preparing the responses, to fully consider the references in entirety as potentially teaching all or part of the claimed invention, as well as the context of the passage as taught by the prior art or disclosed by the examiner.

13. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

- Bateman et al disclose a WWW system for coordinating communications via a customer contact channel using a call center for setting up a call between the customer and an available help agent.
- Stovall discloses a method wherein a user is connected interactively to a response server and further wherein a customer service representative places an Internet based phone call to the user.
- Miloslavsky discloses a method wherein a customer browsing the Internet indicates a desire to speak to an agent at a call center and wherein the agent either places a call to the customer or receives a call from the customer.
- Willens discloses a network access control system and teaches a filter established on a users computer and software that checks the filter to determine if access to certain information is allowed.

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- Woods et al disclose a site access control layer and teach wherein rules are established to determine if a user is allowed access to certain destination sites or content.
- Dunn et al disclose a communication system including a client controlled gateway for concurrent voice/data messaging with a data server to allow a client and a service representative to speak while the client is browsing the Internet.
- Schloss discloses a system for controlling access to data located on a content server
- Bernstein et al disclose a browser kiosk system wherein access to certain URLs is limited or restricted by the owner of the kiosk.

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14. Any inquiry concerning this communication or earlier communications from the examiner should be directed to John Hayes whose telephone number is (703)306-5447. The examiner can normally be reached Monday through Friday from 5:30 to 3:00.

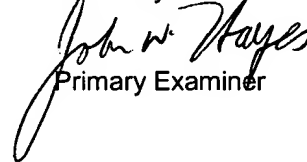
If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Jim Trammell, can be reached on (703) 305-9768.

The Fax phone number for the **UNOFFICIAL FAX** for the organization where this application or proceeding is assigned is (703) 746-5531 (for informal or draft communications, please label "PROPOSED" or "DRAFT").

The Fax phone number for the **OFFICIAL FAX** for the organization where this application or proceeding is assigned is (703) 305-7687 (for formal communications intended for entry including After-Final communications).

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 308-1113.

John Hayes



Primary Examiner

07 January 2003